



Missouri Department of Health and Senior Services

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HCBS-11-19-01

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MEMORANDUM FOR HOME AND COMMUNITY BASED SERVICES STAFF

From: Kitty Engler, Bureau Chief
Bureau of Long Term Services and Supports

Subject: Contact Form – Reason for Contact

➤ 4.00 Appendix 12	Participant Communication – Reason for Contact	The appendix has been updated to include the following changes: <ul style="list-style-type: none">• An additional ‘Reason for Contact’ has been added. It will be used in instances of a provider requesting a reduction or closure of a service when a participant is consistently not utilizing or refusing a service.• The HCBS Intake Unit hours have also been updated under the Prescreen ‘Reason for Contact’.• Other minor language changes throughout to provide clarity.
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This revised policy has been posted in the HCBS Policy Manual located at the following link:
<http://health.mo.gov/seniors/hcbs/hcbsmanual/index.php>.

Questions should be directed to the Bureau of Long Term Services and Supports at 573/526-8557 or via e-mail at LTSS@health.mo.gov.

Unless otherwise noted, the policy revisions are effective upon receipt.

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